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## SPOTLIGHT:

### SUPPORT ON THE HOMEFRONT FROM FAMILY AND FRIENDS

Throughout the New Hampshire court community, co-workers have shown their support for those who have family members serving in the military. They've donated necessities, from phone cards to clothing, or simply offered a few welcome words of encouragement to mothers, fathers, aunts and uncles. Here are some stories that were sent to *Connections*:



Scott O'Hagan, son of Leslie O'Hagan, a court monitor for Marital Master Pam Kelly in Brentwood.

Leslie O'Hagan, a court monitor for Marital Master Pam Kelly in Brentwood, is hoping that her son, SFC Scott O'Hagan, will be home for Christmas. Scott, who enlisted in the Army when he was 17-years-old, is part of the Advisory Specialist Team that is training the Iraqi military. After more than five years on active duty, Scott signed on with the U.S. Army Reserves and was activated last year. "His six month stint is up in

December 2004, so I hope he does come home for the holidays," Leslie said.

U.S. Army PFC Tiffany Quint, 20, the daughter of Strafford County Register of Probate Kimberly Quint, has been stationed with the 1st infantry division at Camp Remagen, near Tikrit, in northern Iraq since January. *[more on page 2...]*

### JUDICIAL BRANCH STUDIES CLERICAL WEIGHTED CASELOAD

The Administrative Office of the Courts has contracted with the National Center for State Courts to develop a comprehensive weighted caseload analysis for non-judicial staff in the superior, district and probate courts. The purpose of the study is to identify the time it takes to process cases from start to finish and then apply that time to the amount of staff needed at various court locations. The National Center for State Courts has conducted several studies similar to this in other states and has the personnel and knowledge to carry it out in an objective, scientific manner.

It is widely recognized that not all cases require the same amount of time to process within the clerk or register's office. *[more on page 4...]*

### A MESSAGE FROM CHIEF JUSTICE BRODERICK



I want to welcome all of you to the first edition of *Court Connections*.

I hope everyone in the judicial branch will take a few minutes to read the stories and news items on these pages about our fellow employees. You will also find helpful information about training schedules as well as updates on projects that will impact our jobs.

As Chief Justice, I want to build a culture within our court system that consistently recognizes that all of our jobs are important and add value to the administration of justice. We all share a common duty to the citizens of our state to provide fair and efficient access to the courts. Good communication about issues on the job is essential to our broader mission and *Court Connections* will help us achieve that goal. We also want to share stories from outside the courthouse, about our lives and our involvement in our communities. I think that will help us to know one another better and strengthen our court community. So, if you have a story to tell, or an idea, let our editors know. Their names and e-mail addresses are on Page 3.

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### Homefront continued...

In September, Tiffany, who works in communications, was home for two weeks leave and, according to her Mom, was the center of attention at family reunions and a farewell lobster feast. Kimberly says her daughter, who joined the Army right out of high school, was thrilled to see her family and friends, including two babies born while she has been on duty in Iraq. It's tough to have her away, Kimberly said, but e-mail messages from Tiffany make it easier.



U.S. Army PFC Tiffany Quint, daughter of Strafford County Register of Probate Kimberly Quint.

### Making Connection By Helping Others

PFC Justin Hussey, 20, whose mother Claire Hussey is the chief accountant at the AOC, has been stationed in a village near Nasiriyah since March. The Concord Monitor wrote about Justin's surprise home coming last summer when he and a few other members of his unit, the 197th Field Artillery Brigade, drew lucky lottery numbers and got some unexpected time off. After Justin described the children he had seen in poor villages who needed clothing, Claire joined with the 197th's family support group and organized a clothing drive and had what they collected shipped to Iraq, where Justin promised to distribute what they collected in schools and neighborhoods.

"I'm reaching out and making connections," Claire told Monitor reporter Sarah Earle for an inspiring story headlined "Finding Support by Giving It." "I feel better knowing I'm doing something to help others instead of just sitting at home...I feel more connected to Justin too," Claire told the Monitor.

At the Supreme Court, Denise Sheldon's son, SPC Adam Sheldon, 21, of Bravo Co. 703rd FSB, Third Infantry Division, Ft. Stewart, GA, is a welding specialist and has served in Iraq from February 2003 to August 2003. He will be redeployed to Iraq January 2005 for 12 to 16 months.



SPC Adam Sheldon, son of Denise Sheldon from the Supreme Court.

West Point graduate Scott Akerley, 25, the son of case manager Paula Akerley in the Brentwood Family Division, served with the Army 4th Infantry in Iraq. Scott commanded a platoon of Abrams tanks in the

northern city of Mosul and later led the battalion's Scout Platoon, operating armored Humvees, in the Sunni triangle city of Samarra.

During his service there Lt. Akerley was awarded the Bronze star. He is now stationed in Ft. Hood, TX and set to be promoted to Captain in October.

[more on page 3...]

### E-mail From Baghdad

**Wayne Lehman was a court security and training officer in New Hampshire before he set off in May for Baghdad where he now trains senior Iraqi Police Officers in criminal investigations, management, hostage negotiations and election security. Wayne retired to New Hampshire after more than 30 years of police work in Alameda, CA. Connections contacted Wayne by e-mail in mid-September and here's part of what he wanted to share with everyone in the Judicial Branch:**

"For the most part, the officers we have had through our classes here in Baghdad have been very sharp. Many could do the job in just about any department in the States. I am very impressed with the younger officers, who are the real future of their department. Many have expressed concerns of the corruption problems that ran thick here prior to Saddam's fall and their fears that it will return to business as usual. These young, dedicated officers are the ones that are needed to break that chain.

Speaking of that, the dedication of the Iraqi officers is impressive, considering all they go through on a daily basis to just do their job and keep their families safe. They have had over a thousand officers killed in Iraq since the first of the year. In everyone of our classes here so far, we have had something happen to our students. One officer from the first class was killed when a bomb exploded next to his car a week after he completed the class. Several officers have had their homes and vehicles shot up, others have lost family members to attacks, and several have received threats and warnings to quit their jobs or suffer the consequences.

[more on page 6...]

### *Homefront continued...*

Rockingham County bailiff Duane Frank's three nephews served in "Operation Iraqi Freedom." Captain Mark Frank and his brother Major Patrick Frank were with the 101<sup>st</sup> Airborne Division. Mark, a helicopter pilot is now stationed at Ft. Campbell, KY and Patrick, who was awarded the Bronze Star while in Iraq, is now stationed at the Pentagon. First Lt. Bradley Frank was a platoon leader in Iraq where he also was awarded the Bronze Star and the Army Commendation Medal for his service. He is now at Ft. Hood, TX.

Rockingham Bailiff Robie Beckman's nephew, U.S. Army Chief Warrant Officer Thomas Cunningham, a Blackhawk helicopter pilot with the 101<sup>st</sup> Airborne out of Ft. Bragg NC, came back in June from Tikrit after eight months service.


SPC Derek Boyle, 32, son of Penny Bill at Concord District Court, is recuperating from knee and back injuries suffered in April in Iraq when the vehicle he was riding in hit a land mine. Derek is with 744<sup>th</sup> Transportation Company of the U.S. Army National Guard in Hillsborough. After spending some time at Walter Reed Army Hospital, Derek is continuing his recovery in New Hampshire where he has been reunited with his son Christopher, 10.

Elaine Silvia, a court assistant at Carroll County Superior, tells us her husband Joe Silvia has been on active duty with the Air National Guard here almost continually since 9/11. Joe is with the 157<sup>th</sup> Fuels Distribution Branch out of Pease Air National Guard Base. While he hasn't been to Iraq, in August, Joe was awarded the Air Force Commendation Medal for Meritorious Service. The citation says one of Silvia's many accomplishments occurred when he was deployed to Spain during Operation Enduring Freedom and pumped over one million gallons of fuel in only 45 days to C5s carrying personnel and equipment into the military theater around Iraq.



*For more information on support and resources for military family and friends, check the State of New Hampshire website at [www.state.nh.us](http://www.state.nh.us).*

### **NOTE FROM THE EDITOR**

Court Connections needs your story ideas. Are you or your co-workers involved in a special project in your community? In your courthouse? Do you know someone who just received an award, recognition, or other honor? Is there someone in our court community whom you think we should write about? Send an email to [lkiernan@courts.state.nh.us](mailto:lkiernan@courts.state.nh.us). 

## **NEW TRAINING PROGRAM FOR COURT SUPERVISORS**

The NH Judicial Branch Staff Education Committee has developed a four-day program for employees who supervise one or more individuals following requests for more programs that deal with issues supervisors face on a day-to-day basis.

Program topics will include communication skills and conflict resolution, the role of leadership, team building, and performance evaluations. Activities will include hands-on exercises and role play situations. Each of the four days will concentrate on one topic and there will be assignments for each person to complete that will give them an opportunity to use the skills they have learned in class.


The curriculum has been developed with the help of Gerri King, an educational consultant who has given classes on various subjects to judicial branch staff in the past. Instructors are Joan Bishop and Marty Wagner.



*Supervisors in training at the AOC.*

Approximately 38 individuals from all levels of court applied to participate in the first session, which was limited to 16 participants. It is anticipated that there will be additional sessions next year, if financial resources are available. The Staff Education

Committee hopes that the first 16 participants will continue to communicate with each other after the sessions to offer ongoing support, ideas and suggestions on how to be a better supervisor.

If you have any questions regarding the program, please contact staff attorney Barbara Sweet at 271-2646 x301. 

### **COURT CONNECTIONS**

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*Court Connections* is a quarterly newsletter published by the Court Public Information Office for the New Hampshire court community.

If you wish to contribute to this newsletter, please send articles, news items, photos or other pertinent correspondence to: Laura Kiernan, One Noble Drive, Concord, NH 03301 or e-mail: [lkiernan@courts.state.nh.us](mailto:lkiernan@courts.state.nh.us)

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Judicial Branch



*Chief Broderick continued...*

I also want to invite those of you who may be interested to join a new "Staff Advisory Committee to the Chief Justice" which will be comprised of 12 representatives from our staff from around the state. The committee members will meet with me four times a year, at locations around the state, to advise me on issues of concern to them and their fellow staff members.

I look forward to hearing from you. If I am to do my job building a new court culture I need to keep in touch with all of the dedicated, caring and thoughtful people I have

met as I have traveled to our courthouses this year. If you are interested in getting involved, send me an e-mail at your earliest convenience at [chief@courts.state.nh.us](mailto:chief@courts.state.nh.us).

As we look to the future of the Judicial Branch together, I am excited about the opportunities we will have to strengthen our court system and enhance its mission of service to the people of New Hampshire. Thank you for your incredible commitment to our work. ■■■

— John T. Broderick Jr.



1-800-852-3345 ext. 4336 or 271-4336

## **STATE OF NEW HAMPSHIRE EMPLOYEE ASSISTANCE PROGRAM**

### ***They're There for You!***

When juggling work, family, and personal responsibilities seems challenging or overwhelming, your Employee Assistance Program (EAP) can help. All types of sensible, healthy people who are concerned about their jobs, their children, and themselves, and who want to learn better problem-solving skills, go to EAP. Your EAP offers a wide variety of services that can help you manage your life in a more satisfying and healthy manner. All services are confidential and voluntary. A simple phone call can put you on the road to getting help with a variety of issues: emotional, financial, family, health management, legal, job stress, and substance abuse.

***EAP is only a phone call away.*** ■■■

*Weighted Caseload continued...*

A weighted caseload will give a clear picture of what the actual workload is in a particular court depending on the specific number of cases it has. For the court system to function efficiently and effectively, an accurate reflection of what it takes to process all the cases and avoid significant amounts of delay is necessary.

There are advantages to using a weighted caseload system. It can be used to help justify the need for additional staff. It will assist in determining when it might be necessary to re-allocate staff. It is another factor that can be used in deciding which vacancies need to be filled. Clerks or registers at a particular location can use the study to re-assign staff to different functions or departments depending on the need. All of these reasons will help those who manage the courts to make better decisions about how to use staff in the best possible way. Finally, the legislative audit that many of you participated in recommended that a weighted caseload study be conducted at all levels of court.

The weighted caseload study will be used in years to come by the Supreme Court, the legislature, court managers and others to help make vital decisions in how the courts operate and serve the public. Everyone is encouraged to respond as candidly and thoroughly as you can so that the study will be based on accurate and realistic information.

If you have any questions or would like more information about this study, please contact Joan Bishop at the Superior Court Center, 271-2030. ■■■

## PEOPLE ON THE MOVE

**Pam Kozlowski** became the Regional Court Administrator for Region III (Rockingham, Strafford, Carroll and Coös Counties) on August 2, 2004, following the retirement of **Jim O'Neil** on July 30, 2004. Pam had served as Clerk of the Claremont District

Court since 1996. **Denise MacLeod** replaced Pam as Clerk of Claremont District Court on August 30, 2004.

Pictured left, 2004-2005 Superior Court law clerks and interns during a recent visit to the Supreme Court.



### 2004-2005 Law Clerks and Interns

(Left to right): Chris Ahern (intern), Mathew Fossum, Jessica Cook, Elizabeth Goodman, Emily Lawrence, Kerry Stacey (intern), Jessica Durkis-Stokes, Sheri Phillips, Jennifer O'Keefe, Jocelyn Kennedy, Thomas Bocian

Court Security Manager, **Kevin Sheehan** ended his service to the judicial branch on September 16, 2004. He had been a judicial branch employee since August 13, 1999.

New additions to the New Hampshire Supreme Court Law Library include **Mary Searles** on July 6, 2004, as Technical Services Librarian and **Erin Hubbard** on August 11, 2004 as Library Assistant.

The 2004-2005 Supreme Court Law Clerks are: **Michael Varley; Kimberly Thayer Johnson; Beth Hardiman Kula; Stacey Shaheen Bellabona; Julia Bell; Jason Stuart; Jill Desrochers; Karyl Martin; Chingwin Pei and Julee Flood.**

**MaryAnn Greska** assumed the position of Accounting Analyst on August 6, 2004, following the departure of **Jennifer Howard** on June 10, 2004. Jen had been a court employee since May 7, 1993.

The Governor and Council met on September 8, 2004, and confirmed **Anne Barber, Philip Cross and David Forest** as Marital Masters.

On June 21, 2004, **Patricia Lenz** became Clerk of the Carroll County Superior Court following **Sam Farrington's** retirement on May 28, 2004.

**Linda Cammett** was hired on June 29, 2004, as Executive Secretary for the Office of Administrative Office of the District Court. Linda replaced **Diane Hufstader** who retired on July 15, 2004. Diane had been a judicial branch employee since May 1981.

**Maureen May** resigned as Court Stenographer on September 2, 2004. Maureen was generally assigned to Strafford County. She had been a judicial branch employee since 1990.

**Sylvia LeClerc** retired on June 1, 2004, she had been a court assistant in Hillsborough County Superior Court North since 1985. [more on page 6...]

## DID YOU KNOW?

The Supreme Court has asked Sullivan County Superior Court Clerk Peter Y. Wolfe (pictured



right) to devote one day a week toward developing a small claims mediation program for the district courts. Peter has been a leader in the Alternative Dispute Resolution effort in the court system since the program was launched in 1992. He will work with a committee, chaired by Supreme Court Justice Joseph P. Nadeau, that is looking at the ADR system statewide.

Mediation, arbitration or non-binding case-evaluation, conducted by volunteer lawyers, is mandatory for civil cases in Rockingham, Hillsborough North and South, Merrimack and Sullivan County Superior Courts. Some mediation and case evaluation is offered in custody and marital cases. Following legislation, a voluntary mediation program was recently adopted in the probate courts, which pays lawyers by the addition of a \$5.00 filing fee on probate cases. Justice Nadeau said the committee will consider a similar program for the small claims mediation in District Court.

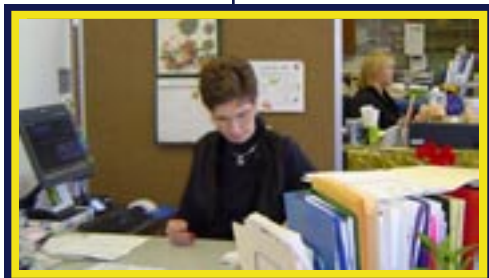
"The court system has been fortunate to have New Hampshire lawyers volunteer without pay to conduct mediation in Superior Court, but for a formal system to work it is important to pay mediators," Nadeau told *Connections*. He added that once the committee has made recommendations for small claims mediation, it will take a look at the full range of mediation available in Superior Court. 🇺🇸



Linda Cammett, Executive Secretary for the Office of Administrative Office of the District Court.

## BPE AND YOU

"BPE" It isn't just another set of letters from the business world. BPE—business process enhancement—is underway right now in the judicial branch and each staff member is encouraged to contribute to this systemwide effort.



The counter at Merrimack Probate Court.

Business process enhancement is a comprehensive look at what you are doing, why you are doing it and how you could do it better. How often have you heard someone say, "We've always done it this way?" With the new case management system now being deployed, should we keep doing things the same way? Or

should we start thinking differently? BPE will examine all aspects of case processing in the judicial branch, with an eye towards making things run smoother and more efficiently.

A team of court employees will be working hard over the next several months to do just that, asking fellow employees for input in this important venture. It is the first time such an overall approach has been undertaken and it is anticipated that some very positive changes will occur as a result. Team members are: Celeste Nault, Cheryl Bennett, Dianne Carroll, Norm Wiles, Don Goodnow, Gail Richards, Gina Apicelli, Heather Poor, Irene Ray, Jane Bradstreet, Joan Bishop, Julie Howard, Linda Grey, Linda Massey, Lynne Pucillo, Marshall Buttrick, Mary Francoeur, Nancy Miller, Pam Kozlowski, Pat Spencer, Sandy Wentworth, Terri Peterson, Tina Guay, Tom Edwards and Marty Wagner.

David Steelman, who has worked with the National Center for State Courts for 30 years and written extensively on caseload management, and the NCSC's Penney Wentland, who conducted an operational review of the NH Supreme Court in 2001, are consultants on the project. Their participation is possible through a grant from the State Justice Institute, with additional funding from the National Center for State Courts and the NH Judicial branch. Marty Wagner of the probate courts is the project coordinator.

That's BPE. 🇺🇸

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## People on the Move continued...

The newest member of the superior court staff is **Sherrill Brown** who works at the Carroll County Superior Court.

**Honorable Edward McDermott**, part-time judge in Hampton District Court reached mandatory retirement age and retired on June 13, 2004.

**Danielle Bosse** retired on June 30, 2004, as Clerk of the Jaffrey-Peterborough District Court. Danielle had been a judicial branch employee since 1983 and had been Clerk since 2001.

**Julianne Lodes** took her place as Clerk of the Jaffrey-Peterborough District Court on June 21, 2004.

Laconia District Court employee **Helen Kolac** retired on June 30, 2004. Helen had been employed by the judicial branch since 1985. Plaistow District Court employee **Darlene Eden** retired on July 15, 2004, she had been a judicial branch employee since 1988.

The newest members of the district court staff are: **Katherine Spillane, Manchester District Court; Claudette Adams, Manchester District Court; Tracy Dusseault, Nashua District Court; Pamela Prestigiacomo, Nashua District Court; Krystyna Samiec, Newport District Court; and Patricia White, Plymouth District Court.**

The newest member of the probate court staff is **Carol Reilly**. She is employed at the Carroll County Probate Court.

**Donna Wasiewski** has joined the Family Division in Brentwood and **Renee DeCosta** is with the Derry Family Division. 🇺🇸

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## Wayne Lehman continued...

I do not know many officers in the States that would put up with the things these officers do and still come to work, day in and day out.

I keep getting asked why I undertook this adventure. Well, I was trained by some very good people when I started my law enforcement career all those many years ago. I have always felt it was my duty to pass on that great education and have been involved, one way or another, in training ever since. To be able to share my training and experience with officers here was too great an opportunity to pass up. I am honored to have had this opportunity." 🇺🇸